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Town of Aurora
Information Report
No. OPS25-002

Subject: 2024 Water Compliance Summary Report

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Department: Operational Services

Date: January 14, 2025

In accordance with the Procedure By-law, any Member of Council may request that this Information Report be placed on an upcoming General Committee or Council meeting agenda for discussion.

Executive Summary

This report serves as an update to summarize 2024's water compliance activities including the Ministry of Environment, Conservation and Parks (MECP) Inspection, the external Drinking Water Quality Management System (DWQMS) External Audit and the DWQMS Internal Audit, to include:

- Amendments to the Safe Drinking Water Act, 2002, resulted in substantial changes to water and wastewater operations with further changes to the Act in 2016 resulted in the drinking water system being accredited.
- A scheduled MECP Inspection on August 26, 2024, of Aurora's Drinking Water System had positive results for the Town of Aurora.
- An External Audit of the DWQMS was conducted on March 1, 2024, to ensure that the commitments made in the DWQMS are being implemented.
- An Internal Audit was conducted by Acclaims Environmental on November 19, 2024, which specifically examined all the elements, procedures and forms associated with the DWQMS.

Background

Amendments to the Safe Drinking Water Act, 2002, resulted in substantial changes to water and wastewater operations with further changes to the Act in 2016 resulted in the drinking water system being accredited.

Legislative amendments to the *Safe Drinking Water Act, 2002* (the Act), released in 2004, resulted in substantial changes to water and wastewater operations. Amendments to O. Reg. 170/03 increased the regulatory inspection compliance requirements on drinking water system operations. The amendments also required an increase in reporting by system owners on the performance of systems to the Ministry of the Environment (MOE) and applicable stakeholders.

Further changes to the Act in 2016 required that the Drinking Water System have a DWQMS and that the system must be accredited. The DWQMS is made up of 21 elements and those elements must be audited internally and externally annually in order for the Drinking Water System to remain accredited.

Analysis

A scheduled MECP Inspection on August 26, 2024, of Aurora's Drinking Water System had positive results for the Town of Aurora.

An MECP Drinking Water Inspector conducted a scheduled detailed inspection of Aurora's drinking water system on August 26, 2024. The inspection included a review of administrative procedures, a compliance assessment and a review of maintenance records. The inspection resulted in a zero per cent non-compliance risk rating and a 100 per cent final inspection score.

An External Audit of the DWQMS was conducted on March 1, 2024, to ensure that the commitments made in the DWQMS are being implemented.

On March 1, 2024, NSF International Strategic Registrations conducted an external audit of the DWQMS. The external audit examines a sampling of elements and procedures within the DWQMS to ensure that the commitments made in the DWQMS are being implemented. During this audit, eleven of the Elements were reviewed and they all conformed to the requirements of the Ontario Drinking Water Quality Management Standard, Version 2. There were four Opportunities for Improvement (OFI) that have been implemented for 2025 including improvements on how the Risk Assessment is conducted annually, better conclusions of the annual infrastructure review and

emergency exercises, as well as improving the language to more accurately depict the drinking water system in one of the Elements.

An Internal Audit was conducted by Acclaims Environmental on November 19, 2024, which specifically examined all the elements, procedures and forms associated with the DWQMS.

Acclaims Environmental conducted an internal audit of the DWQMS on November 19, 2024. The internal audit examines all the elements, procedures and forms associated with the DWQMS and ensures that what is committed to in the documents is what is done in practice every day. There were no non-conformities noted during the audit. The auditor noted several positive findings including items related to the organization's commitment to the DWQMS and a culture of continual improvement. There were two OFIs identified that will be implemented for 2025 including assigning an alternate QMS Representative in the event of an absence and improving the summary in the minutes of the Management Review Meeting. The Management Review Meeting is an annual meeting required by Element 20 of the DWQMS which ensures top management has an active role in DWQMS.

Advisory Committee Review

Not applicable.

Legal Considerations

The Town, as an owner and operator of a drinking water system, is required to adhere to its obligations under the *Safe Drinking Water Act, 2002, S.O. 2002, c. 32* and its associated regulations. This Town's legislative requirements and activities to maintain compliance are discussed throughout this report.

Financial Implications

There are no direct financial implications as a result of this report.

Communications Considerations

The Town will inform residents about the information contained in this report by posting it to the Town's website.

Climate Change Considerations

The recommendations from this report does not impact greenhouse gas emissions or impact climate change adaptation.

Link to Strategic Plan

The 2024 Water Compliance Report supports the Strategic Plan goal of Supporting an Exceptional Quality of Life for All through its accomplishment in satisfying requirements in the following key objective within this goal statement:

Invest in sustainable infrastructure. Maintain and expand infrastructure to support forecasted population growth through technology, waste management, roads, emergency services and accessibility.

Alternative(s) to the Recommendation

None.

Conclusions

The Ministry of Environment, Conservation and Parks conducts water system inspections on an annual basis as required by Schedule 22 of Ontario Regulation 170/03, Drinking Water Systems Regulation.

Internal and external audits of the DWQMS are conducted annually by consultants in accordance with Part IV of the Safe Drinking Water Act.

The findings from all three inspections and audits in the 2024 reporting year continue to demonstrate that the Town of Aurora operates at a high standard and with high regard for regulatory compliance requirements prescribed through applicable legislation. Any issues raised are addressed in a timely manner and incorporated in future practices as part of our continuous improvement process.

Attachments

None.

Previous Reports

None.

Pre-submission Review

Agenda Management Team review on December 12, 2024

Approvals

Approved by Sara Tienkamp, Director, Operational Services

Approved by Doug Nadorozny, Chief Administrative Officer